

Eddie Sleeper

From: Amy Guilloz <aguilloz@hotmail.com>
Sent: Monday, January 15, 2018 7:38 PM
To: Eddie Sleeper
Subject: 1/16/2018 Hearing Testimony/DTE Power Shut Off

Dear Mr. Sleeper,

I am a resident of Hamburg Township, district 42. I would like to submit written testimony for the Energy Policy Committee's hearing regarding DTE's power shut off process, as I am unable to attend the meeting on Tuesday January 16.

The following summarizes my experience with DTE:

I received a letter from DTE dated October 10, 2017. It stated, "We have made several attempts to contact you to gain access to our metering equipment in order to upgrade our electric meter. We have not received a response to the previous correspondence we sent you. Therefore, we will proceed with exercising our right to disconnect your electric service. Please be advised that the electric service is scheduled for disconnection on or after October 23, 2017. To prevent interruption of your electric service, you must contact us immediately at 313-235-4009 to arrange to have the meter upgrade completed. Our office hours are Monday-Friday from 8:30 a.m. to 4:30 p.m."

On October 16, 2017 at approximately 3:00pm, I called the number specified in the letter. The recorded message stated that I should leave the name on my account, the city and a valid telephone number, and someone would return my call within two business days. I did not receive a telephone call within two business days. Fearing that DTE would disconnect my power, I telephoned again on October 18, 2017 at approximately 3:00pm. This time, the recorded message said that I should, if required, specify an appointment day and time. It also stated that I should note my preference for an opt-out meter, and that my response had been recorded and my disconnect had been put on hold. At that time, I still had many unanswered questions, so I did not specify an appointment time or the type of meter I wished to have installed. Instead, I requested that someone contact me at the phone number I provided. I did not receive a call back.

On Sunday, October 29, 2017, three DTE trucks came to my mother's house in Hamburg Township. They arrived while she was not at home and shut off her power. She had a scheduled appointment with DTE on November 8, 2017 to have the opt-out meter installed on her house. Her experience prompted my husband to call DTE a third time. On October 30, 2017 he called and specified an appointment time and date. He further stated that he was agreeing to the opt out meter, but doing so under objection and duress.

We received a return phone call on October 30, 2017 at 11:46 am from Ann at DTE. The message stated that our appointment day was November 6 between 8:00 am and 8:00 pm. She also said that our preference for an opt-out meter had been noted.

A DTE employee came to our house on Sunday November 5 at approximately 4:30 pm to install a standard smart meter. The DTE employee, Patricia Berry, #083, stated that she had no record of an appointment and no record that we requested an opt-out meter. She did have an opt-out meter in her truck, and we allowed her to install the meter that day.

This ends my testimony.

Thank you for your time, and please let me know if you require any further information.

Sincerely,

Amy Guilloz